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13. ABSTRACT (Maximum 200 words)

This document is an outline of the Defense National Stockpile Center's plan to implement TQM. It identifies an implementing approach consisting of five parts: Develop TQM orientation and training, form TQM working groups, identify processes to study, implement solutions, recycle.

14. SUBJECT TERMS

TQM (Total Quality Management), Continuous Process Improvement, Defense National Stockpile

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DLA - N   TOTAL QUALITY MANAGEMENT

<u>IMPLEMENTATION PLAN</u>

I.   DEVELOP TQM ORIENTATION AND TRAINING PLANS

      A. MANAGEMENT
         1. Washington, DC
         2. Zone Offices
         3. Depots

      B. STAFF
         1. Washington, DC
         2. Zone Offices
         3. Depots

II.   FORM TQM WORKING GROUP(S)

      A. Directorates, Zones, Depots - Form (elect) Staff
         Representatives

      B. Develop Operating Group Responsibilities

      C. Identify Lines of Communication
         1. Correspondence
         2. Periodic Reporting of Progress
         3. Accountability

III.   IDENTIFY PROCESSES TO STUDY

      A. Report Findings To Management

      B. Upon Approval, Develop Study Guidelines/Plans

      C. Prioritize Processes To Study

      D. Initiate Study

      E. Report Findings To Management

IV.   IMPLEMENT SOLUTIONS

      A. Identify Pitfalls of Processes Studied, areas of improvement

      B. Determine Causitive Factors

      C. Implement Solutions

V.   RECYCLE PROCESSES III and IV

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